

Crisis Only Utilization Rates Per Client - General Population by RSN.

Operational Definition: Average number of crisis service hours per client receiving crisis only services in a Fiscal Year by RSN.

Operational Measure: This is calculated by dividing the total number of crisis only hours of service by the number of clients receiving crisis only services in a Fiscal Year by RSN.

Formulas:

$$\frac{\text{Number of crisis only outpatient hours in Fiscal Year by RSN}}{\text{Number of clients receiving outpatient crisis only services in Fiscal Year by RSN}}$$

Discussion: The table shows the total number of people who received crisis only outpatient services and the total number of hours of crisis only services reported. By dividing the two numbers, the average hours of crisis only services per client is calculated. The average number of crisis only services is decreasing mostly due to the correction of a data reporting issue by King RSN.

Data Notes:

- Crisis services are defined as services reported by RSNs to the MHD using codes contained in the Medicaid State Plan Modality Crisis Services.
- King RSN included 24-hour crisis services in their reporting of crisis services, which inflated the number of crisis-only services in CY2003. This inconsistency has been corrected, but impacted FY03 and half of FY04.
- RSN counts show the number of unduplicated clients within each RSN (i.e. a person is counted once in each RSN where they receive services).
- The State total is unduplicated across all RSNs (i.e. each person is only counted once in the Statewide total even though they can be counted in more than one RSN).
- In FY2005, Peninsula RSN shows an increase in crisis only services due to an increased reporting of CDMHP phone calls.

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RSN	FY-2003			FY-2004			FY-2005		
	Served	Total Hours	Avg. Hours	Served	Total Hours	Avg. Hours	Served	Total Hours	Avg. Hours
Northeast	117	281	2.4	50	116	2.3	189	407	2.2
Grays Harbor	368	447	1.2	351	701	2.0	423	731	1.7
Timberlands	412	457	1.1	436	942	2.2	524	710	1.4
Southwest	623	609	1.0	500	944	1.9	520	942	1.8
Chelan/ Douglas	308	369	1.2	230	302	1.3	406	646	1.6
North Central	93	97	1.0	110	118	1.1	151	216	1.4
Thurston/ Mason	998	2,064	2.1	776	1,367	1.8	964	1,762	1.8
Clark	897	2,740	3.1	1,077	3,246	3.0	1,343	2,813	2.1
Peninsula	773	1,908	2.5	862	1,432	1.7	1,423	2,112	1.5
Spokane	671	1,131	1.7	901	6,967	7.7	1,298	6,344	4.9
Greater Columbia	1,620	3,504	2.2	2,068	3,296	1.6	2,563	4,270	1.7
Pierce	4,294	27,681	6.4	4,305	35,362	8.2	3,852	33,067	8.6
North Sound	2,491	2,946	1.2	3,798	12,582	3.3	4,012	10,700	2.7
King	4,609	156,849	34.0	4,921	60,500	12.3	4,017	17,182	4.3
MHD/ Unassigned	30	219		36	320		25	95	
Statewide	18,144	201,302	11.1	20,217	128,192	6.3	21,475	81,997	3.8

